

Extraordinary Families

2018 Performance Improvement Outcome Summary



About us

Extraordinary Families (EF) began serving children and youth involved in Los Angeles County's child welfare system over twenty years ago, guided by the vision "that every child, youth, and family in child welfare has the ability to achieve their hopes, fulfill their dreams and thrive." The agency has stabilized the lives of thousands of children and youth and continues to work with hundreds of children, youth, and families each year through its foster care and adoption and transition age youth programs. Overall, our mission is to "help children and youth in foster care to have the childhoods and futures they rightfully deserve." We are committed to the continuous improvement of our programs and services to support this mission. Our staff and Board continuously measure and monitor results across business functions and program activities.

Resource Family Demographics

- **112 resource families** (199 resource parents) 52 new resource families certified, ranging in age between 27 and 65 (majority between 36 and 45)
- 85 families were two parent households
- 75 resource parents identified as individuals of color; 124 identified as white
- 99 female; 99 male; 1 transgender
- 66 identified as LGBTQ



Child/Youth Demographics

- **163 children and youth** in the foster care and adoption program
- 87 new placements (an average of 81 children in care with a minimum of 74 in January and a maximum of 89 in December).
- 78 male; 85 female
- 139 between the ages of 0-5 years
- 145 identified as children of color

PMP

EF developed and implemented a Performance Measurement and Management Plan (PMP) to facilitate an agency-wide collaborative approach to ensure that business systems and services effectively supported our vision, mission, and strategic plan; followed best practices; and complied with all applicable regulations, accreditation standards, and contract terms.

The two primary methods used to gather information regarding supports and services were surveys and documentation review. Surveys were developed to solicit the opinions and experiences of children and youth in foster care within the 2018 calendar year and their resource and biological parents and County Social Workers.

The PMP included 16 goals and indicators. Given the fact that the system was newly developed, it is impressive that **81% (13) of the goals were met or exceeded expectations.**

2018

Summary of Outcomes

Satisfaction

Objective: Resource parents express satisfaction with services.
Target: 80% Very Good/Excellent Ratings;
Actual Achieved: 92.31% of the responses received were very good/excellent ratings.
One resource parent shared, “Staff is professional, fun, responsive, reliable, engaged and supportive...The agency has delivered 100%, and truly are an advocate for the child and resource family.”

Objective: Placing agencies express satisfaction with services.
Target: 80% Very Good/Excellent Ratings
Actual Achieved: 100% of the responses received were very good/excellent ratings.
When asked if there is anything EF can do better, one CSW wrote, “Nothing. Services and collaboration (are) great.”

Objective: Children express satisfaction with services.
No children or youth opted to participate in the survey.

Effectiveness

Objective: Children shall maintain placement stability.
Target: At least 92.3% of children will maintain placement stability, with no moves between Resource Family Homes
Actual Achieved: 100%

Objective: Children shall be free of abuse and neglect while under the care of EF.
Target: 99.68 % of children are free from a report of substantiated maltreatment
Actual Achieved: 100%

Objective: Match children/youth to resource families best equipped to meet their needs
Target: 50 children successfully matched without placement disruption
Actual Achieved: 82

Objective: Maintain a pool of available highly qualified resource families
Target: 115
Actual Achieved: 117

Service Access

Objective: Conduct sufficient orientation and training sessions to maintain targeted pool of resource families
Target: 12 orientations; 5 trainings
Actual Achieved: 14 orientations; 5 trainings

Efficiency

Objective: All scheduled home studies are completed
Target: 2-3 avg. per month for full-time staff; 0-1 avg. per month for part-time staff
Actual Achieved: 2-3 avg. per month for full-time staff; 1-2 avg. per month for part-time staff

Objective: All child contacts are completed as required.
Target: 100%
Actual Achieved: 100%



2018

Summary of Outcomes

Business Function

Objective: Achieve Accessibility Plan goals
Target: 75% by January 2019
Actual Achieved: 79%

Objective: All social workers will be equipped to carry full caseloads and do home studies when their caseload is below full
Target: 100% by 2019
Actual Achieved: 100%

Objective: Address specific board involvement in fundraising and increase overall board contribution
Target: 20% of annual budget (give or get) by 2021
Actual Achieved: Target is on track: The board contributed 17% of the total budget

Objective: Develop collaborative partners within LA child welfare
Target: 5
Actual Achieved: 5 - These partnerships will help expand our reach within the community to further our mission.

Objective: Improve staff retention
Chosen measure proved ineffective. However, staff retention improved, down from 28% in 2017 to 14% in 2018

Effectiveness

Objective: “Children shall receive Core Services to improve their level of functioning in education
Target: At least 82.15% of school-aged children will be enrolled following the first day of placement
Actual Achieved: 14% (1 out of 7)

The regulation is enrollment within 3 school days post placement. By that measure, 100% of the children were enrolled in school according to regulation. Often, this 3-day period is essential for the child’s adjustment to the resource home and family before beginning a new school placement.

Looking Ahead

The upcoming year marks our 25th anniversary serving Los Angeles County, and we intend to continue providing exceptional programs and services for children in foster care; expand our reach within the community by increasing the number of resource families and children we serve; strengthen and diversify funding to support our programs and initiatives; and enable more transition-age youth to thrive through our UP4Youth program.



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